

ORIGINAL

COMMISSIONERS
BOB STUMP - Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



0000142380

ARIZONA CORPORATION COMMISSION

February 13, 2013

To: Docket Control

RE: Willow Valley Water Co., Inc. - Customer Comments
Docket No. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311,
W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

Please docket the attached 7 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission
DOCKETED
FEB 15 2013

DOCKETED BY *BSM*

RECEIVED
2013 FEB 15 A 9:31
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 108489

Date: 2/12/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

James N.

King

Account Name:

James N. King

Home:

Street:

Work:

City:

Mohave Valley

CBR:

State:

AZ Zip: 86440

is: E-Mail

Utility Company.

Willow Valley Water Co., Inc.

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO'S W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315*****

OPPOSE RATE CASE

I disagree with the proposed water bill rate increase for Willow Valley residents. We already pay for a rate increase that we had no say so back in 2009/2010 when Global took over.

Instead of a rate increase give us clean water with no smell and free of sediment.

The well water is free, the water meters were free to Global Water and we should not have to pay for the infrastructure upgrades since they agreed to do that when they took over Willow Valley.

What we need is clean, drinkable water. I purchase bottle water for cooking and drinking.

We have to replace appliances, water pipes, faucets on a regular basis and we do not ask Global Water to reimburse us for our expenses and inconvenience.

This is unfair and unjust for Willow Valley residents who have retired and are on a fixed income to bare the unnecessary water rate increase!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 2/12/2013

W-01212A-12-0309
SW-20445A-12-0310
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W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108488 Date: 2/12/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Dee Last: Linke

Account Name: Dee Linke Home: (000) 000-0000

Street: Work:

City: Mohave Valley CBR:

State: AZ Zip: 86440 is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****DOCKET NO'S W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315*****

OPPOSE RATE CASE

- 1) WATER HASN'T IMPROVED SINCE GLOBAL TOOK OVER WATER STILL COME OUT BROWN.
 - 2) I CALLED ON A BROKEN LINE THERE (SUPPLY) SIDE IT TOOK AT LEAST FIVE PHONE CALLS AND A LOT OF DIFFERENT PEOPLE (GLOBAL) TO FINALLY GET SOMEON OUT TO FIX THE PROBLEM. SERVICE IS BAD.
 - 3) I HAVE NOT SEEN THEM FLUSH THEIR LINE
 - 4) HAVEN'T REPLACED OLD WATER LINES YET.
- *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 2/12/2013

Opinion No. 2013 - 108488

W-01212A-12-0309
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W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108486

Date: 2/12/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Mr. & Mrs. Vernon H. Last: Lage

Account Name: Mr. & Mrs. Vernon Lage

Home:

Street:

Work:

City: Mohave Valley

CBR

State: AZ Zip: 86440

is: Home

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO'S W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315*****

OPPOSE RATE CASE

To Whom It May Concern:

Willow Valley Water Co. AKA Global Water Co. wishes to raise our water rates again. They accomplished their last raise by establishing tier rates based on consumption. My problem is that this water is only good for bathing, washing clothes etc. If you could visually see our water, you would refuse to drink it also. Depending on when they flush our lines, the water is beige to dark brown. Our water heaters don't last more than two to five years depending on the flow of bad water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 2/12/2013

Opinion No. 2013 - 108486

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W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 108484

Date: 2/12/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Ronald & Sharon

Allan

Account Name:

Ronald & Sharon Allan

Home:

Street:

Work:

City:

Mohave Valley

CBR:

State:

AZ Zip: 86440

is:

Utility Company:

Willow Valley Water Co., Inc.

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO'S W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315*****

OPPOSE RATE CASE

Since the 1st rate change I went from \$40 the summer & winter to \$90 \$120. The mean residence here is retired. This raise will made a large impact on residence & me. We are just 2 people and maily a rock yard with some trees, small patch of grass and swamp cooler. I know Global Water purchased us, they knew they purchased a old system and it is not improved at this time. Why should I help them? They knew what they purchased. Please check on the mean population and income and property values.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 2/12/2013

Opinion No. 2013 - 108484

W-01212A-12-0309
SW-20445A-12-0310
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W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108469

Date: 2/12/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Gregory Last: Attoway

Account Name: Gregory Attoway

Home:

Street:

Work:

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO'S W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315*****

OPPOSE RATE CASE

I understand Global water has invested reasouces to improve water quality for Willow Valley Water Co. These improvements are the cost of doing business. The costs should not be absorbed by the rate payers in a lump sum increase of 75%!! A 4-5% increase over several years is a more acceptable solution. Many residents in this area of AZ are retired folks on fixed incomes. Please consides a more modest annual increase in water rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 2/12/2013

Opinion No. 2013 - 108469

W-01212A-12-0309
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W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108463

Date: 2/12/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Michael

Kraft

Account Name:

Michael Kraft

Home:

Street:

Work:

City:

Mohave Valley

CBR:

State:

AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO'S W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315*****

OPPOSE RATE CASE

Enough is Enough!!! I'm on a fixed income and have cut back on Everything you want me to pay more, fix the terrible water quality (my dog won't drink the water!!) And replace the infrastructure, (New main Line's) and I'm tired going sometimes days without water!!!!!!

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control

End of Comments

Date Completed: 2/12/2013

Opinion No. 2013 - 108463

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108466

Date: 2/12/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Larry Last: Swearingen

Account Name: Larry Swearingen Home:

Street: Work:

City: Mohave Valley CBR:

State: AZ Zip: 86440 is: E-Mail

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****DOCKET NO'S W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315*****

OPPOSE RATE CASE

Global said they did lots of upgrades. Not that anyone in Willow Valley can notice. Can't drink the water, still works the dishwasher & washing machine to hard, lots of hardwater deposits.

Due to the last increase, we got rid of our grass, The increase is anti-green. The amount of increase is embarising to even entertain. 70% 2yrs ago and another increase? Please, help our neighborhood.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 2/12/2013

Opinion No. 2013 - 108466